



Customer Information Guide for Transformation Phase

FOR

- **State Agency Video and Data Services Customers**
- **State Authorized User Video and Data Services Customers**
- **TEACH Video and Data Services Customers**

Version 1.0

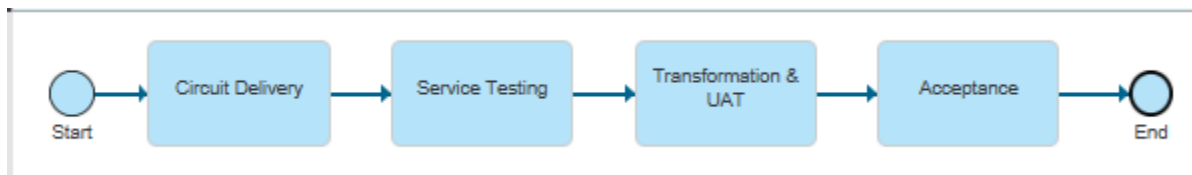
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Introduction

Transformation is considered the process of evolving current network technologies to a design standard that improves performance, efficiency, and/or cost. A site is considered fully transformed upon the success of Test and Turn-Up (TTU), WAN Migration and User Acceptance Testing (UAT).

The following is a high level view of the Transformation Process that details the key milestones required to transform a site.



Transformation Acceptance Process

Scheduling

Project start and end dates are estimates based on current information available through the Master Spreadsheet (MSS) and the site surveys that have been completed. Based on provider delays, the current baseline start date is still unknown at this time.

All scheduling events below will be coordinated with the identified designated contact:

- State Agencies: DET Deployment Engineer
- Authorized Users: On-Site Local Contact (LCON)
- Shared Sites: LCON
- TEACH: LCON

Transformation Plan Phasing

This section lists the high-level Transformation Phasing Plan. Phasing is a living document and will be adjusted throughout the project to achieve project completion.

Implementation Phase: Starting December 2016 – Life of Transformation

Schedule site surveys

Surveys details returned

Remediation acceptance & completion

Circuit Installation

Site WAN Transformation/Acceptance

Service Delivery/Day 2 Operations – Also referred to as Service Commencement Date, this is the effective date in which AT&T assumes management and operational control of the client environment. This includes AT&T infrastructure tools, technologies, network services, workflows and processes, vendor agreements, service levels, and management structures.

Third Party Telecommunications Carriers

AT&T is the Managed Service Provider for BadgerNet, and to ensure coverage in all areas within the state, AT&T is responsible for subcontracting and managing third party telecommunications (3PT) carriers to fulfill requirements outside of AT&T's service area. The initial 3PT Carrier are Access Wisconsin, Frontier, and CenturyLink.

Site Visits

For TEACH customers and Authorized Users, AT&T or the 3PT Carrier will be contacting the LCON listed on the MSS. MSS is the Master Spreadsheet our sites completed in October 2016.

For State Agencies, a DET Deployment Engineer will be contacting you to schedule a site survey with the site contact and the Telecom Technician. DET will also be coordinating the scheduled site surveys with the building owners for state agency locations.

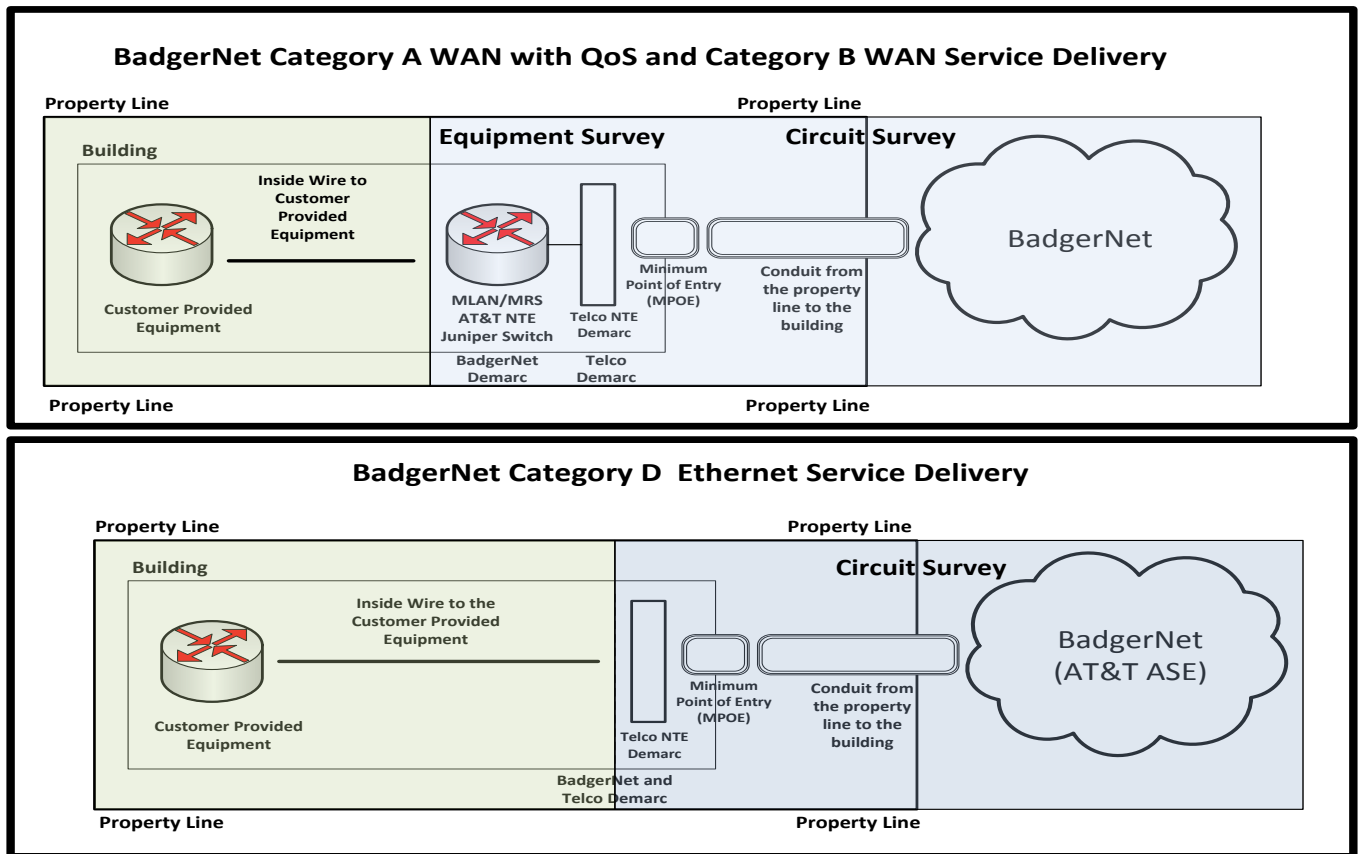
The site survey verifies cable entrance, power availability, floor space, and demarcation extension (if required). During a site survey, the local service provider verifies the cable entrance to ensure enough pairs exist to provide the new service. A check of the floor or wall space in conjunction with power availability must be done. The survey will also verify if a demarcation extension exists or if a new one is necessary.

Description of Activity	Completed By
Circuit Site Survey: Determine fiber and environmental requirements.	Local Telco
Equipment Site Survey: Document Switch location, space, power, and demarc to Juniper Switch distance.	AT&T Technician
Circuit Installation	Local Telco
Switch installation, Circuit TTU, and WAN Migration	AT&T Technician

**Additional site visits may be required if construction work is required.

Service Delivery

Below are the high level steps and responsibilities to deliver BadgerNet services to each site.



Service Delivery Activities

Pre Site Survey for Category A, B, and D

Purpose: The local Telco will determine if there are special fiber construction costs (remediation) at a site.

The local Telco provider will validate their existing infrastructure and determine if the site requires special fiber construction. This remediation has two parts:

1. Everything necessary to deliver the service on fiber to the property line.
2. The fiber and equipment needed to deliver the service to the Minimum Point of Entry (MPOE) using a customer provided pathway. Examples of a customer provided pathway include conduit, aerial, or direct burial. The local Telco is responsible for the installation and cost for special construction, however customers are responsible for charges up to \$80k per mile.

AT&T will notify DET if any special fiber construction costs are required at a site via a remediation letter. DET will forward the remediation letter via email to the customer for review. If the customer approves the costs, the service order will be processed. If declined, the order will be cancelled.

Circuit Site Survey (local Telco) for Category A, B, and D

Purpose: Local Telco will complete a circuit survey at the site to identify any potential remediation to the building entrance, or the interior MPOE such as backboards, power, cooling and space for the Telco circuit Network Termination Equipment (NTE).

Circuit Survey: AT&T releases the circuit order to the local Telco provider for the site.

The local Telco will communicate and schedule access with the DET Deployment Engineer for State Agencies or with the designated Local Customer Contact (LCON) for TEACH and Authorized Users. The customer is responsible to confirm or request an alternate date/time for the survey within three business days.

Building Entrance: Construction may include new or modifying an existing customer pathway from the property line to the MPOE. The customer pathway could be constructed in multiple ways; some examples are conduit, aerial, or direct burial.

Interior includes but is not limited to:

- Fire-rated plywood backboard
- Power (Electricity)
- Conduit if applicable
- Air Conditioning (Temperature) and Ventilation
- #6 Ground Wire

Circuit Survey Results: AT&T will provide the local Telco circuit site survey results to the designated deployment contact for each site. Disregard the two auto-generated circuit survey result emails from AT&T as the information contained is only partially correct. The DET BadgerNet team will provide each customer with an official remediation report for each Telco circuit site visit. Customers are asked to reply to this official remediation email within five business days to accept/decline or acknowledge there is no remediation work. If there is remediation, the email will include requirements that need to be completed by the customer as a result of this circuit survey.

Time Frame: If remediation is required, the customer is responsible to follow their local procurement processes to ensure the work is completed. The customer must notify the BadgerNet team when the remediation is complete. If no status is provided, the DET BadgerNet team will request an update every 10 business days until complete. The BadgerNet team will then notify AT&T to schedule the installation of the local Telco circuit.

Note: Delays in remediation may result in transformation delays.

Equipment Site Survey (AT&T Juniper Switch – MRS) for Category A and B

Purpose: The AT&T Managed Router Service (MRS) team completes an equipment survey at the site to identify any potential interior remediation required for the Juniper switch equipment. This equipment will be installed in the MPOE physically next to the local Telco circuit NTE device. The location of the Juniper switch may not be where the legacy BCN equipment is installed.

Equipment Survey: AT&T releases the equipment order to the AT&T MRS team for the site. There are two parts to the Juniper Switch survey.

Part 1: The AT&T MRS team will communicate and schedule access with the DET Deployment Engineer for State Agencies or with the designated LCON for TEACH and Authorized Users. The customer is responsible to confirm or request an alternate date/time for the survey within five business days.

Part 2: During the site survey, the Local Customer Technical Contact must determine and share with the AT&T MRS technician, the inside wiring specifications for the customer provided cable between the MRS Juniper switch and the customer equipment. The wiring specifications must include:

1. Length in feet
2. Type of cable: copper or fiber MM 62.5, MM 50, SM
3. Connector: RJ45, ST, SC, LC
4. New or reuse existing cable. The MRS technician will record this information on the survey results.

Interior includes but is not limited to:

- Fire-rated plywood backboard
- Power (Electricity)
- Conduit if applicable
- Air Conditioning (Temperature) and Ventilation

Customer inside Wiring Specifications:

- Length
- Type of cable and connector
- New or reuse

Juniper Equipment Survey Results (Interior and Customer inside Wiring): AT&T will provide the MRS Juniper switch site survey results to the DET BadgerNet team, who will provide each customer with an official remediation report for each Juniper equipment site visit. Customers are asked to respond to this official remediation email within five business days to accept/decline or acknowledge there is no remediation work. If there is remediation, the email will include requirements that need to be completed as a result of the MRS Juniper switch equipment survey.

Time Frame: If remediation is required for either the Juniper equipment or the customer inside wiring, the customer is responsible to follow their local procurement processes to ensure the work is

completed. The customer must notify the BadgerNet team when the remediation is complete. If no status is provided, the DET BadgerNet team will request an update every 10 business days until complete. The BadgerNet team will then notify AT&T to schedule the installation of the MRS Juniper switch and complete the customer site transformation.

Note: Delays in remediation may result in transformation delays.

Circuit Installation for Category A, B, and D

The local Telco will schedule the circuit installation date and notify the designated deployment contact via email or phone call. The LCON is responsible for coordinating onsite access on that date. If onsite access cannot be arranged on that date, the LCON must reply to the local Telco to avoid unnecessary dispatches.

Note: Delays in coordinating onsite access will result in transformation delays.

Equipment (AT&T Juniper Switch – MRS) Installation for Category A and B

The AT&T MRS Juniper switch will be installed on the day of customer site transformation/TTU.

Transformation for Category D

The circuit is ready for use and billing begins when circuit installation is complete. AT&T will issue a Welcome to BadgerNet email customized for each site. Review the information in the email and reply within 48 hours if changes are required.

The customer is responsible for scheduling transformation for each site. The customer will connect the BadgerNet circuit to their local network equipment using their local inside wiring and test. When successful, reply all to the Welcome to BadgerNet email and the DET BadgerNet team will enter a disconnect request for your legacy BCN service. This will stop parallel billing for BCN service after five business days.

Transformation for Category A and B

The AT&T MRS team will schedule the equipment delivery, installation, and TTU with the DET Deployment Engineer for State Agencies or with the designated customer contact for TEACH and Authorized Users. The AT&T MRS team require seven business days minimum lead time to schedule the transformation.

The transformation window is approximately four to six hours and AT&T will open a conference call bridge. An AT&T MRS Technician will bring and install the MRS Juniper switch. Both devices, local Telco circuit NTE, and AT&T MRS Juniper switch are located in the MPOE. The AT&T Technician will provide and install the jumper/patch cable between the Juniper switch and the local Telco NTE device. No customer involvement is required.

- AT&T will provide a jumper/patch cable – up to 50 ft.
- Over 50 ft. the customer is responsible to provide the inside cabling

AT&T MRS Technician will complete non-intrusive local Telco circuit TTU. No customer involvement is required.

WAN Testing requires either a new or existing inside wiring cable to connect the Juniper switch to customer equipment.

- A new cable should be already connected to the customer equipment and the other end labeled and ready for the AT&T technician to plug into the Juniper switch.
- If reusing an existing cable, a customer will need to be on-site to identify the correct cable for the AT&T Technician to plug into the Juniper switch.

Customer network technical support staff should participate in the audio bridge if they are not on-site and need to monitor and/or modify customer equipment. AT&T MRS Technician will complete intrusive WAN migration.

When migration is complete, the customer contact must perform User Defined Acceptance Testing (UAT) to ensure that BadgerNet service meets their business requirements. UAT may include steps such as using an application, sending an email, using the Internet, and network printing. Best practice is to test and record the results of your UAT steps on BCN before transformation to ensure that the results are the same on BadgerNet.

AT&T will issue a Welcome to BadgerNet email customized for each site. This email will notify the DET BadgerNet team to enter a disconnect request for your legacy BCN service which will stop billing five (5) business days later. If you would like to keep your BCN service longer than 5 days, please reply all to the email with the future disconnect date within 48 hours. Each site will receive an invoice for both BadgerNet and BCN service a minimum of 5 days. Review all other information in the email and reply all within 48 hours if changes are required.

Service Delivery Notes

Fiber: All BadgerNet circuit orders will be issued on fiber. This includes 6 Mbps of service which are installed on copper in BCN today. The local telco will conduct a fiber circuit survey which may identify remediation that includes construction of building entrance facilities. This information will be in the official remediation email provided by DET. The customer can decline the fiber requirement and request the service be delivered on copper, AT&T will then validate if copper transport is feasible. If yes, the fiber service order will be cancelled and a new copper service order will be placed. The local Telco will communicate and schedule access for a copper circuit survey with the DET Deployment Engineer for State Agencies or with designated local customer contact for TEACH and Authorized Users. The customer is responsible to schedule the copper circuit site survey in a timely fashion. When complete, DET will provide an official copper remediation email.

Customers are asked to reply to the fiber remediation email within 5 business days to accept/decline or acknowledge they intend to proceed with fiber remediation or decline and want to proceed with investigating if copper is feasible.

Hot Cut: If the telco does not have any parallel or new fiber facilities available between telco central offices or the customer property line and a telco central office, the existing BCN telco facilities will be reused. Customers will be notified if a hot cut is needed during the survey phase. A hot cut may increase the amount of time service is unavailable at a site during transformation from BCN to BadgerNet.

Welcome to BadgerNet Email: Customer site information to verify and respond within 48 hours: confirm local on-site contact and billing contact are correct. BadgerNet site specific information will be provided for the: new BadgerNet site ID, Customer site ID, Circuit ID, Help Desk contact

BCN equipment removal: Legacy BCN equipment will not be removed. Equipment disposal will be addressed at time of decommission.

Converting your Existing Service to BadgerNet

Preparing for Conversion

When your BadgerNet order was placed by completing the Master Site Spreadsheet, a variety of information was required, including site contact name and contact information. You have received this packet because you have been identified as either the site contact or the single point of contact (SPOC) for a BadgerNet order.

AT&T will be contacting TEACH customers and Authorized Users via the Local Contact listed on the MSS.

For State Agencies, a DET Deployment Engineer will be contacting you to schedule a site survey with the site contact and the Telco Technician. DET will also be coordinating the scheduled site surveys with the building owners for state agency locations.

What to Expect on the Day of Conversion

The transformation window is approximately four to six hours and AT&T will open a conference call bridge. AT&T MRS Technician will bring along and install the MRS Juniper switch. Both devices, local Telco circuit NTE, and AT&T MRS Juniper switch are located in the MPOE. The AT&T Technician will provide and install the jumper/patch cable between the Juniper switch and the local Telco NTE device. No customer involvement is required.

- AT&T will provide a jumper/patch cable – up to 50 ft.
- Over 50 ft. the customer is responsible to provide the inside cabling

AT&T MRS Technician will complete non-intrusive local Telco circuit TTU. No customer involvement is required.

Customer Responsibility for Test and Turn Up

Customers will need to provide access for technicians to the telco closets. During test and turn up you will be asked to complete testing for your applications, email, video, and IP phone services.

Customer not Ready (CNR)

AT&T will document sites that are CNR. The following is an example of a CNR scenario: Telco Technician does not have access to the building or facility after access was confirmed. If a CNR occurs, a new due date must be provided by the customer and DET.

Customer Checklist

Proper planning is a requirement to ensure your service is implemented as smoothly as possible, therefore we ask you to use the checklist below. The checklist contains a list of the activities to be completed upon notification your new BadgerNet circuit is ready for the Telco to come onsite to finalize installation of your BadgerNet service.

State Agencies

Checklist		Responsible		
Timeframe	Activity	Telco	DET	Customer LCON
5 days prior	Respond to scheduling email to confirm date			X
5 days prior	Notify DET Scheduler Resource Names for Day of Transformation			X
3 days prior	Conduct UAT scenarios on current BCN to ensure applications/systems are working			X
Day 0 Hour 1	AT&T Tech Arrives and Opens Bridge	X		
Hour 2	Circuit and Switch Test Completed	X		
Hour 3	User Acceptance Testing			X
Hour 4	Confirm Successful UAT and Completed Migration Activities	X	X	X
Day 1	Welcome Letter Sent to customer contact	X		
Day 2	Operations – Contact ESD if any network issues			X

Teach and Authorized Users

Checklist		Responsible		
Timeframe	Activity	Telco	TEACH/Authorized User Technical Contact	Onsite LCON
5 days prior	Reply all to the scheduling email to confirm date. Provide contact information for: Technical Contact Onsite LCON		X	X
3 days prior	Conduct UAT scenarios on current BCN to ensure applications/systems are working			X
Day 0 Hour 1	AT&T Tech Arrives and Opens Bridge	X		
Hour 2	Circuit and Switch Test Completed	X		
Hour 3	User Acceptance Testing			X
Hour 4	Confirm Successful UAT and Completed Migration Activities	X	X	X
Day 1	Welcome Letter Sent to customer contact	X	X	X
Day 2	Operations – if any network issues contact WIN help desk (855) 457-9273 network issues			X

Supporting Documentation

Equipment Site Survey



AT&T Equipment Site
Survey.doc

Contact Information

TEACH

<http://teach.wisconsin.gov/>

TEACH@wisconsin.gov

BadgerNet Team

doadetbadgernet@wisconsin.gov

BadgerNet Portal

<https://det.wi.gov/Pages/BadgerNet.aspx>

WIN Help Desk (Day 2 post transformation only)

Tier 1 (855) 457-9273